

# ACA IMPLEMENTATION NEWS

UPDATING YOU ON PROGRESS AND AVAILABLE RESOURCES RELATED TO THE  
AFFORDABLE CARE ACT

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## In This Issue!

In this issue of *ACA Implementation News*, we have included on update on the next set of enhancements to PEAK and CBMS as well as information from Connect for Health Colorado.

As a reminder, please send us your ACA implementation questions/suggestions so we can provide timely and relevant information to you. Questions, comments and suggestions should be sent to [ACAImplementation@hcpf.state.co.us](mailto:ACAImplementation@hcpf.state.co.us) for inclusion in upcoming issues of *ACA Implementation News*.

**To sign up for *ACA Implementation News* or the Department's ACA Communication Updates, click [here](#).**

You can also find us on [Facebook](#), Twitter [@COGovHealth](#), [Google+](#) and [YouTube](#).

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## Upcoming PEAK and CBMS Enhancements

Due to the upcoming Affordable Care Act enrollment deadline, the next set of enhancements to CBMS and PEAK will be postponed until **April 5, 2014**. The enhancements seek to resolve issues identified by county staff, eligibility sites, community partners, and clients. The below modifications will take effect April 5, 2014.

- Application questions regarding help with self-care will no longer be asked for individuals who are not requesting Medical Assistance. Anyone on the application who is requesting Medical Assistance, and indicates they require help with self-care, will be prompted to answer additional questions for non-MAGI Medical Assistance programs.
- Federal requirements indicate only name, address, and signature are required to initiate an application for Food Assistance. To meet this requirement, Food Assistance-only applications on PEAK have been updated to include the option to submit on each page, which will allow an incomplete application to be submitted at any time.
- PEAK has been updated so that the option to print a Medical Card will only be displayed if the client is eligible at the time of the request.
- PEAK will have the functionality to distinguish between household members receiving benefits and ancillary household members who are not receiving benefits or are no longer living in the home. Ancillary household members will now be able to submit an application for Medical Assistance through PEAK *Apply for Benefits* rather than using *Report My Changes*. Additionally, financial information for ancillary household members will no longer be displayed in the household case information.
- Non-citizen information will no longer need to be re-verified when clients add Medical Assistance to their existing case through PEAK *Report My Changes*.
- Click [here](#) to view the PEAK Outreach Team's slides on the next set of enhancements.

***\*\*Please note that there might be updates or modifications to the build.***

### Important Reminders:

#### *Submitting a Help Desk Ticket*

Community-based organizations and clients can contact [CBMS.Help@state.co.us](mailto:CBMS.Help@state.co.us) to report technical issues, errors and glitches with PEAK. Please include as much information as possible in your description of the problem. If you are county staff, use your county process for submitting a Help Desk Ticket.

#### *CBMS Outage*

As a part of the build, CBMS and PEAK will be down on Saturday, April 5, 2014 from 6:00 a.m. to approximately 8:00 a.m.

**See page 4 for more important reminders!**



*Improving health care access and outcomes for the people we serve  
while demonstrating sound stewardship of financial resources.  
[Colorado.gov/hcpf](http://Colorado.gov/hcpf)*

## **Collaborating to Cover More Coloradans**

### **Connect for Health Colorado offers walk-in enrollment assistance and updates about the deadline**

**DENVER, CO — March 31** is the last day to apply for commercial health insurance for 2014. Connect for Health Colorado will help Coloradans who apply for coverage by March 31 to finish their enrollment after that date if necessary for health insurance that takes effect May 1.

"Our priority is to help Coloradans complete their enrollment in a health plan that meets their needs and to access tax credits to reduce costs," said Patty Fontneau, CEO of Connect for Health Colorado. "As we have done since the start of the open enrollment period, Connect for Health Colorado will work with customers who were unable to complete their enrollment by the deadline to obtain coverage."

**Additional FAQs about the end of open enrollment can be found [here](#).**

In order to accommodate a surge of insurance-seekers up to the deadline, walk-in sites are open to help Coloradans sign up for health insurance and apply for tax credits before the March 31 deadline – no appointment necessary.

- **Connect for Health Colorado Store** is open daily until March 31, 11 a.m. to 7 p.m., on the 16th Street Mall behind H&M (500 16th Street, between Glenarm and Welton).
- **Southeast Denver: Walk-in Enrollment Office** with Certified Brokers: 8821 East Hampden Avenue (at Yosemite), Denver, weekdays until March 31, 11 a.m. to 7 p.m.
- **Westminster: Walk-in Enrollment Site:** HMart grocery store, 5036 West 92nd Avenue, Westminster (near Sheridan and U.S. 36), weekdays from 3 p.m. to 7 p.m.; Saturdays from noon to 4 p.m. until March 29
- **Wheat Ridge: Walk-in Enrollment Site:** Exempla Lutheran Medical Center, 2nd floor Learning Center, 8300 West 38th Ave. Wheat Ridge, March 25, 26, 27, 3 p.m. to 7 p.m.
- **Denver Tech Center:** Walk-in Enrollment Office with certified brokers: BenefitMall, 4600 South Syracuse, Suite 1250, Denver, Wednesday, March 26 and Friday March 28, noon to 4 p.m.

Additionally, Connect for Health Colorado Customer Service Center has **extended hours for March:**

- Saturday, March 29 from 7:00 a.m. to 10:00 p.m.
- Sunday, March 30 from 9:00 a.m. to 10:00 p.m.
- Monday, March 31 from 7:00 a.m. to midnight

Please note that the Customer Service Center is experiencing high call volumes.

Connect for Health Colorado is a new health insurance marketplace and support network that allows individuals, families and small employers to compare and purchase health insurance and access new financial assistance to reduce costs. The Customer Service Center is open from 7:00 a.m. to 8:00 p.m. Mondays through Saturdays at 1-855-PLANS-4-YOU (855-752-6749). More information is available at [www.ConnectforHealthCO.com](http://www.ConnectforHealthCO.com).

**You can also find us on [Facebook](#), [Twitter @COGovHealth](#), [Google+](#) and [YouTube](#).**

## Resources

### PEAK Application Training

To view the latest training webinar by the PEAK Outreach Team, click [here](#). This training is an ideal refresher for Certified Application Assistance Sites and Connect for Health Colorado Health Coverage Guides and Certified Agents and Brokers. To schedule a personalized training for your organization on the PEAK application contact [PEAKOutreach@bouldercounty.org](mailto:PEAKOutreach@bouldercounty.org).

### Paper Application Training Online Now

The Department has just released a new online training on the paper application that guides individuals through the paper application, answers common questions and provides you tools. Access the training at [traincolorado.com](http://traincolorado.com) or by clicking [here](#).

### ACA Resources for Health Care Providers

The Department's [ACA Resources for Health Care Providers](#) page is designed to provide all health care providers key information about health care reform. You can view the resources at [Colorado.gov/HCPF/ProviderACAInfo](http://Colorado.gov/HCPF/ProviderACAInfo).

### Resources for Brokers and Agents

The Department has developed resources for Agents and Brokers, including a [webinar](#) and [slides](#) on PEAK, [tips for completing](#) and a description of [where to go for help](#). You can view these new resources at [Colorado.gov/HCPF/ACAResources](http://Colorado.gov/HCPF/ACAResources).

## Reminders

### Post-Build Call for Community- Based Organizations

A post-build summary call to discuss PEAK system performance and known issues for Community-Based Organizations will be held on April 10, 2014, from 3:00 p.m.-3:45 p.m. To join the Post-Build Follow-Up Call for CBOs, dial 1-877-820-7831, and enter the following passcode when prompted: 349141#.

### PEAK Support Call

NEW TIME for this month! With the PEAK build for March having been postponed, the PEAK Support Call will now be held on Wednesday, April 16, 2014, at 12:00PM. If you aren't able to join the Post-Build call for CBOs, please email questions or issues you'd like to discuss to [PEAKOutreach@bouldercounty.org](mailto:PEAKOutreach@bouldercounty.org) by COB on Friday, April 11, 2014.

### HealthColorado

[HealthColorado](#) is a state program that helps people in Medicaid choose a health plan and get connected with a primary care provider. Clients can call HealthColorado to find out about Medicaid health plans. In Denver: 303-839-2120; Outside of Denver: 1-888-367-6557; TTY: 1-888-876-8864  
Hours: Monday-Friday, 8:00 a.m. to 5:00 p.m. (closed state holidays).

The HealthColorado number is not for information on Medicaid benefits or to find out if you qualify.